

## DTI Vision/Mission/Values

### *Vision*

**Excellence In  
Delaware State  
Government**

The vision, mission and core values of DTI reflect the spirit of the 2001 e-Volution Task Force recommendations, the enabling legislation that created DTI, and our key learnings from our first two years of operation.

### *Mission*

**Provide leadership in  
the selection,  
development, and  
deployment of  
technology solutions  
throughout the  
State of Delaware.**

We enable excellence by providing technology leadership to our customers, helping them to offer the highest quality service to their customers, the citizen of Delaware. This takes the shape of staying out in front of the latest technology trends, setting statewide standards, taking an active development role on some projects, and on others, taking a project management role to assure that important technology investments come in on time, on budget and on specification.

## Core Values

Our focus needs to be on accomplishing the mission through strong partnerships infused with excellent customer service. Whether working with individual customer organizations through the IRM Council, or evaluating the merits of projects with the Technology Investment Council, our mode of operation needs to be collaborative. For example, our partnership with the Judiciary around the development and deployment of the Courts Organized to Serve program (COTS) represents the kind of collaboration we will see more of in the future. This requires that our core values are actively practiced with customers and modeled within our organization. The DTI values serve as a basis for our actions and decisions. They guide our work and hold us accountable to the vision we are striving to achieve.

### *Core Values*

integrity

respect

Innovation

**Customer  
Service**

leadership

teamwork



## We commit to the following core values:

### integrity

- Being open and trustworthy with customers and colleagues
- admitting when we don't know an answer or are wrong
- aligning our words and deeds

### respect

- earning it by listening to our customers
- valuing all employees' contributions and efforts
- allowing others to disagree with us

### innovation

- using our creativity to find the right solutions
- taking risks
- driving growth through continuous process improvement

### customer service

- providing truthful information and open communication
- putting ourselves in our customers' shoes
- consistently exceeding our customers' expectations

### leadership

- empowering staff and each other with the freedom to succeed
- setting both technical and ethical standards of excellence
- taking a stand on things that matter

### teamwork

- setting aside our egos for the good of the customer
- treating each other as valued customers
- picking up each other's workload to get projects done on time